



INTERNAL/EXTERNAL JOB POSTING

Position: Coordinator, Client Accompaniment Program

Job Type: Part-time (21hrs/week), May 2024- May 2026 -Hybrid

Reports to: Manager, Crisis Intervention & Counselling Services

Salary: \$29/hr. plus a comprehensive benefits package including health, dental, and RRSP

Application Deadline: April 5, 2024

About IWSO:

Immigrant Women Services of Ottawa (IWSO) is a community-based agency serving immigrant women. IWSO's mandate is to:

- Empower immigrant and racialized women to participate in the elimination of all forms of abuse against women and their children.
- Provide culturally responsive services to facilitate immigrant women's access to community and mainstream services.
- Deliver programs to assist immigrant women in their journey to attain their full potential.

Position Summary:

The Coordinator of the Client Accompaniment Program works under the direction of the Crisis and Counselling Department Manager, to lead and maintain an effective Client Accompaniment Program to assist IWSO clients who need this support.

Using a volunteer support model, the coordinator recruits and provides empathetic and non-judgemental, culturally sensitive training to volunteers to enable them to assist immigrant and racialized survivors of violence to access services in unfamiliar environments such as sexual assault centres, police, schools, financial services etc.

Main Responsibilities include:

- Recruit appropriate volunteers with values that reflect IWSO principles and mandate.
- Organize and deliver volunteer training sessions as needed and develop and implement methods to evaluate the training sessions.
- Supervise and support volunteers in their work with clients, and resolve any concerns raised about the quality of their work.

- Ensure volunteers fulfil their accompaniment responsibilities.
- Create a culturally sensitive and appropriate curriculum to support volunteer training, with the assistance of the Crisis and Counselling Manager.
- Organize and deliver volunteer training sessions as needed.
- Ensure the maintenance of complete and accurate statistics and records related to the Program.
- Promote the Client Accompaniment Program and recruit volunteers at community centres, fairs, volunteer recruitment organizations, etc.
- Act as the initial contact point for prospective volunteers.
- Consult the Crisis and Counselling Manager regarding volunteer training needs.
- Provide effective trauma-informed training to volunteers.
- Design and update at least annually the volunteer training package, based on volunteers needs, evaluations of previous sessions, and needs of IWSO clients.
- Follow IWSO policy regarding contracting with resource people.
- Facilitate the successful transfer of volunteers wanting to work in other program areas.
- Participate in staff meetings, AGM, and other community events and meetings.
- Contribute to the overall functioning of the agency and any other duties as may be assigned by the Crisis Manager or the Executive Director.

Qualifications:

- Degree in social work, social sciences, volunteer coordination, or the equivalent work experience.
- A minimum of two years experience in working with volunteers, volunteer training development, or education.
- An in-depth understanding of cultural diversity, and inclusion.
- Knowledge of issues affecting refugee, immigrant, and racialized women.
- Proficiency in the use of computers, databases, spreadsheets, Microsoft Office, Google Suite, M365, the internet, and mobile technology when remote work is required.

APPLICATION PROCESS

Qualified candidates are invited to submit a cover letter and résumé **by April 5, 2024, 6:00 pm** to Search Committee: Coordinator, Client Accompaniment Program, Immigrant Women Services Ottawa; Email: infomail@iwsoc.ca

IWSO welcomes and encourages applications from members of equity-seeking groups, including but not limited to, candidates who are racialized, indigenous, LGBTQ+, and people with disabilities. We thank you in advance for your interest. Only those candidates with the minimum qualifications will be contacted and considered for an interview.